

§ 143B-1221.1. Strategic plan.

(a) Strategic Plan. – The Veterans' Affairs Commission shall adopt a comprehensive strategic plan to enhance benefits for veterans and their dependents. The strategic plan shall include specific objectives related to the following topics:

- (1) Improving accessibility of health, education, training, counseling, financial, and burial benefits and services to veterans and their dependents.
- (2) Increasing the satisfaction of veterans and their dependents with benefits and services by meeting their expectations for availability, quality, timeliness, and responsiveness.
- (3) Educating and empowering veterans and their dependents through proactive outreach and effective advocacy.
- (4) Any other topic related to enhancing benefits for veterans and their dependents.

(b) Update, Review, and Report. – The Commission shall update this plan every four years. The Commission shall annually review the State's performance based on this plan and shall annually report the results of its review to the Joint Legislative Oversight Committee on General Government. (2017-29, s. 1.)